

DELIVERY INSTRUCTIONS

CARRIER IS REQUIRED TO DO THE FOLLOWING:

- Call to schedule delivery appointment 24 hours in advance
- Provide liftgate / pallet-jack service
- Provide inside delivery / unloading

ADDITIONAL REQUIREMENTS:

- Deliveries must be scheduled on the date specified on the BOL (Bill of Lading)
 - Carrier will schedule an earlier delivery appointment if approved by FMI Market Manager
 - Monday thru Friday are regular delivery days (Saturday is a special request)
 - Market Manager may refuse shipments that are not scheduled
- Carrier will give Market Manager a 2 hour delivery window during which they must be available at the warehouse to receive delivery
- Carrier will call Market Manager if they are unable to keep appointment or will be late
- Market Manager and Driver must validate carton count, sign and date delivery receipt at time of delivery.
 - Any shortages, damages, etc. must be clearly referenced on delivery receipt and reported to Dave Wilson at FMI immediately.
 - Philip Morris will not process payment for shipments unsigned for or uncounted at the time of delivery.

PHILIP MORRIS, FMI AND PMX will be notified immediately if the following discrepancies occur:

- Delivery date is changed to a later date than noted on BOL
- Market Manager misses an appointment
- Market Manager does not respond to the carrier's call to schedule an appointment

NOTE: When a Market Manager has more than 1 van assigned to a warehouse, the deliveries for those vans will be consolidated; however, if there is more than one Market Manager using the same warehouse, each delivery will be separate, i.e. one Market Manager will not receive a shipment for another.

- if 2 Market Managers shipments are combined, this must be reported immediately to Dave Wilson

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